

THAT WHICH IS CLAIMED:

1. A method of collaboratively identifying, prioritizing, and resolving issues affecting a series administered by an originating entity, the series comprising a plurality of similar complex systems, the method being implemented over a computer network, the method comprising:

receiving at least one of an issue and a comment corresponding to the issue over the computer network from at least one of a first computer device adapted to be used by a customer in possession of a system in the series and a second computer device adapted to be used by the originating entity;

posting at least one of the issue and the comment on a discussion-capable electronic media accessible to the first, the second, and a third computer device over the computer network, the electronic media being configured to have a plurality of issues and a plurality of comments posted thereon, the third computer device being adapted to be used by a committee comprised of a customer representative and an originating entity representative;

allowing the committee, via the third computer device, access to the electronic media such that the committee is capable of separating the posted plurality of issues into rejected issues and action issues at least partially based on the posted plurality of comments, the committee thereafter prioritizing the action issues;

allowing the committee, via the third computer device, to send a set of resolution directions for each action issue over the computer network to at least one of the customer via the first computer device and the originating entity via second computer device;

receiving a resolution proposal for each action issue over the computer network such that the resolution proposals are accessible by the committee via the third computer device; and

allowing the committee, via the third computer device, to direct the implementation of the resolution proposal for each action issue over the

computer network, whereby the committee then directs closure of the action issue upon completion of the implementation of the resolution proposal.

5           2.     A method according to Claim 1 further comprising storing the rejected issues for at least one of further monitoring and future reference.

10           3.     A method according to Claim 1 wherein allowing the committee to send a set of resolution directions further comprises allowing the committee to send a set of resolution directions comprising at least one of an assignment of the action issue to at least one of the customer and the originating entity, a suggested cost of the implementation of the resolution proposal, and a criteria for designating the action issue as being resolved.

15           4.     A method according to Claim 1 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft and receiving an issue further comprises receiving a non-safety issue.

20           5.     A system for collaboratively identifying, prioritizing, and resolving issues affecting a series administered by an originating entity, the series comprising a plurality of similar complex systems, the system being implemented over a computer network and comprising:

          a first computer device adapted to be used by a customer and configured to be in communication with a computer network;

25           a second computer device adapted to be used by the originating entity and configured to be in communication with the computer network;

30           a third computer device adapted to be used by a committee comprised of a customer representative and an originating entity representative, the third computer device being configured to be in communication with the computer network; and

a fourth computer device configured to be in communication with the first, second, and third computer devices over the computer network, the fourth computer device comprising

5 a first processing portion configured receive at least one of an issue and a comment corresponding to the issue from at least one of the first computer device and the second computer device over the computer network;

10 a second processing portion responsive to the first processing portion and configured to post at least one of the issue and the comment on a discussion-capable electronic media accessible to the first, second, and third computer devices over the computer network, the electronic media being configured to have a plurality of issues and a plurality of comments posted thereon;

15 a third processing portion configured to allow the committee, via the third computer device, access to the electronic media such that the committee is capable of separating the posted plurality of issues into rejected issues and action issues at least partially based on the posted plurality of comments, the committee thereafter prioritizing the action issues;

20 a fourth processing portion configured to allow the committee, via the third computer device, to send a set of resolution directions for each action issue over the computer network to at least one of the customer via the first computer device and the originating entity via the second computer device;

25 a fifth processing portion configured to receive a resolution proposal for each action issue over the computer network such that the resolution proposals are accessible by the committee via the third computer device; and

30 a sixth processing portion configured to allow committee, via the third computer device, to direct the implementation of the resolution proposal for each action issue over the computer network, whereby

the committee then directs closure of the action issue upon completion of the implementation of the resolution proposal.

5 6. A system according to Claim 5 wherein the third processing portion is further configured to store the rejected issues for at least one of further monitoring and future reference.

10 7. A system according to Claim 5 wherein the set of resolution directions further comprises at least one of an assignment of the action issue to at least one of the customer and the originating entity, a suggested cost of the implementation of the resolution proposal, and a criteria for designating the action issue as being resolved.

15 8. A system according to Claim 5 wherein the issues further comprise non-safety issues.

9. A system according to Claim 5 wherein the originating entity comprises a manufacturer of the series.

20 10. A system according to Claim 9 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft.